

MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS

Missouri's Workplace

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Springfield McDonald's Restaurant Earns Outstanding Youth Employer Award

The McDonald's restaurant at 1935 South Campbell in Springfield, MO was named one of Missouri's Outstanding Youth Employers for 2002. The award was presented during a ceremony at the restaurant in December.

The restaurant, General Manager Gary Hood and owner Donna Powers, were chosen for the award because of outstanding efforts made to employ youth in a safe and healthy working environment, going above and beyond the requirements of child labor laws.

"The youth at the ages of 14 and 15 are a perfect fit for our part-time positions," said Hood. "I feel that the guidelines for these workers are very reasonable. They are an untapped resource and have a lot to offer employers such as McDonald's."

The award is presented by the Missouri Division of Labor Standards, a division of the Missouri Department of Labor and Industrial Relations. The Division identifies potential award recipients through random inspections conducted by division investigators. What they found at this McDonald's showed a genuine concern for their young workers' well being.

To help ensure the safe and successful employment of youth, Hood gives special time and attention to making sure they understand the requirements and restrictions of the job before they are hired. He also makes sure to explain time and hour guidelines set by Missouri's child labor law, job duties and restricted work activities to the workers' parents. In addition, workstations that the young workers cannot staff are clearly labeled, and 14 and 15 year old workers wear shirts adorned

with purple smiley faces so they are easily recognizable to other employees and management.

"As we work to improve youth safety in the workplace, it is encouraging to see that we have the support and assistance of employers," said Colleen Baker, director of the Missouri Division of Labor Standards. "This restaurant and its management are just one example of the hundreds of Missouri businesses whose owners and operators have dedicated themselves to ensuring safe work environments for employees of all ages."



For more information on the Outstanding Youth Employer Award or child labor laws, you may contact the Division of Labor Standards toll free at 1-800-475-2130 or visit them on the web at www.dolir.state.mo.us/lr.

St. Louis Cardinals Care Grants Program Wins Inclusion Award for Work on Accessible Baseball Field

The St. Louis Cardinals Care grants program is the winner of the 2002 Inclusion Award for Excellence in Universal Design and Technology, presented by the Missouri Governor's Council on Disability. The award recognizes the efforts of a person or organization to incorporate aspects of design and/or technology into their community that are universally accessible by all people.

The organization received the award in recognition of their dedication to create a fully accessible park and baseball field for youth at Spanish Lake Park in North St. Louis County. Cardinals Care is a grants program that donates to St. Louis area organizations that support kids. Funding comes from Cardinals players, team owners, local businesses and fans.

The Missouri Department of Labor and Industrial Relations' Governor's Council on Disability presents Inclusion Awards each year to recognize and honor Missouri's individuals, groups, organizations and businesses for their successful inclusion of people with disabilities in the areas of employment, education, parenting, advocacy and community.

For more information, contact the Governor's Council on Disability at 1-800-877-8249 or visit them on the web at www.dolir.state.mo.us/gcd.

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OSHA Revises Rule on Recording Hearing Loss

The Occupational Safety and Health Administration issued a final rule on July 1, 2002, that revised the criteria for recording work-related hearing loss.

Beginning January 1, 2003, employers will be required to record work-related hearing loss cases when an employee's hearing test shows a marked decrease in overall hearing. Employers can make adjustments for hearing loss caused by aging, seek the advice of a physician or licensed health care professional to determine if the loss is work-related, and perform additional hearing tests to verify the persistence of the hearing loss.

"Hearing loss can result in a serious disability and put employees at risk of being injured on the job," said OSHA Administrator John Henshaw. "This approach will help employers better protect their workers and help all of us improve our national injury and illness statistics and prevent future hearing loss among our nation's workers."

Under the new rule, the criteria will record 10-decibel shifts from the employee's initial hearing test when they also result in an overall hearing level of 25 decibels. The old criteria recorded 25-decibel shifts.

Detailed information on the Agency's recordkeeping requirements is available on OSHA's web site at www.osha.gov.

Visit Us on the Web

The Missouri Department of Labor and Industrial Relations' web site contains helpful information on Missouri unemployment insurance and workers' compensation programs, child labor law and wage and hour information, as well as information on the annual wage order, services provided for individuals who have experienced discrimination on the job, and assistive technology devices for disabled workers.

Visit us at www.dolir.state.mo.us.

Missouri Employers Will Soon Be Able to File Unemployment Wage Reports on the Internet

The Missouri Department of Labor and Industrial Relations has received a \$500,000 grant from the U.S. Department of Labor to create and implement a system that will allow Missouri employers to submit required quarterly wage reports to the Division of Employment Security on the Internet.

Work has already begun on the new system, which will be particularly advantageous to small and medium sized employers who are now filing paper forms each quarter. The system will help cut down on the number of errors in the calculation of contributions owed. And employers will be able to file their reports quicker and easier, helping them avoid penalties for filing late.

The system will also save the Division of Employment Security time and money now spent on paper forms and mail processing.

"This is a project we are very excited about," said Gracia Yancey Backer, director of the Missouri Division of Employment Security. "Online wage reporting is another way we can help make our services better and more efficient. This will definitely save our employers, and our state government, time and money."

All employers subject to Missouri's unemployment insurance law must file a combined contribution and wage report with the Division of Employment Security each calendar quarter. At present, there are almost 130,000 liable, active employers in Missouri. Currently, employers with fewer than 250 employees now file the reports by sending in paper forms with a check. Employers with more than 249 employees file their reports on magnetic media (computer disk or tape).

With the new system, employers will be able to access a secure web site from any personal computer with Internet access, enter quarterly changes to their report and submit them electronically. In addition to filing wage reports, employers will also be able to use the website to calculate their unemployment taxes due, make contribution payments electronically, submit information concerning changes to their account information, and email questions to the Division's staff.

Division officials expect the system to be operational within a year.

Remembering Our Injured Colleagues

Workers' Memorial Day is observed worldwide on April 28 each year. This April, what will your company do to commemorate fellow workers who have been injured or killed on the job? What will your company do this year to help improve workplace safety and reduce the number of on the job injuries and illnesses?

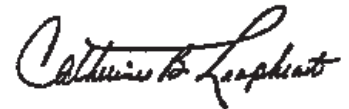


The Missouri Department of Labor and Industrial Relations has two programs that focus on helping our state's employers make and keep their job sites and work facilities safe and healthy for their workers. The Missouri Workers' Safety Program is part of the Division of Workers' Compensation. They can help you reduce workplace accidents through on site visits by safety professionals who provide advice on ways to promote workplace safety and reduce workers' compensation insurance premiums.

The On-Site Safety and Health Consultation Program provides employers with free and confidential help complying with OSHA regulations. On request of an employer, trained industrial hygienists and safety consultants visit the workplace, inform the employer of problems found and make recommendations for elimination of those hazards. This program is part of the Division of Labor Standards.

Please take advantage of the expert advice our safety consultants can offer by calling the Missouri Workers' Safety Program at (573) 526-3504 or the On-Site Safety and Health Consultation Program at (573) 751-3403.

Our collaborative focus must be on the prevention of workplace tragedies. Working together, we can significantly impact the number of workplace injuries, illnesses and fatalities in Missouri.



Annual Emergency Management Conference to Be Held in April

The 15th annual State Emergency Management Agency (SEMA) and Missouri Emergency Preparedness Association (MEPA) conference and exhibition showcase will be held April 20 through 23 at Tan-Tar-A Resort in Osage Beach, MO.

Emergency management directors, emergency responders, emergency planners, federal, state and volunteer agencies, elected officials, business and industry partners and military services participate in the conference. Sessions are offered on topics such as preparing for natural disasters, aviation and transportation disasters and acts of terrorism.

Contact Cathy Zumwalt, conference coordinator at (573) 526-9146 or czumwalt@mail.state.mo.us with any questions.

Director's Comments

State Labor Department Director Elected President of National Workforce Development Organization

Catherine B. Leapheart, director of the Missouri Department of Labor and Industrial Relations, is president of the National Association of State Workforce Agencies (NASWA). She has previously served as the organization's secretary, and served on committees on unemployment insurance, employment and training, and equal opportunity.

As president, Leapheart will work with administrators, commissioners and agency directors from all 50 states to formulate policy on workforce development and job training issues. The organization works with the National Governors' Association; International Association of Personnel in Employment Security (IAPES); and the U.S. Departments of Justice, Labor and Education to formulate changes that will make it easier for the states to administer these types of programs. While in office, Leapheart and NASWA will also study the issue of whether our states can afford proposed changes in federal employment security and unemployment insurance laws.

"I look forward to continuing my work with NASWA as president," said Leapheart. "At present we face significant challenges in helping the states with the changes that will be required due to the reauthorization of the Workforce Investment Act (WIA) and Temporary Assistance to Needy Families (TANF) program."

Leapheart added, "We will also be working with the U.S. Department of Labor to ensure that we can provide our nation's workers and employers with a well-designed and smoothly run workforce development system," she added. "The key is to give employers and employees easier access to the services and resources we have available in areas such as education, rehabilitation and employment security."

Leapheart has extensive experience working on workforce development issues. She has served as the director of the Missouri Department of Labor and Industrial Relations since May 2000. Prior to this appointment, she served as the director of the Missouri Division of Employment Security from June 1998 to April 2000.

Leapheart previously worked as an international employment coordinator for the Winrock Foundation in Morrilton, AR, assisting with the recruitment of volunteers to work in the 13 newly developed states outside of Russia. Prior to that she was the community

development director in the Arkansas Economic Development Department and worked for the Arkansas Employment Security Department as an area director.

NASWA is the national organization that represents state officials responsible for the publicly funded workforce development system. This includes administering programs and services such as the employment service, unemployment insurance, labor market information programs and, in almost all states, job training or workforce development programs that provide resources for job seekers and employers.

Department of Labor and Industrial Relations Takes Over Collection of Missouri Occupational Fatality Statistics

The Missouri Department of Labor and Industrial Relations is now a prime source for statistical information on workplace injuries and deaths in the state.

Effective October 1, 2002, the Department's Research and Analysis Section has taken over the administration of the Census of Fatal Occupational Injuries (CFOI), formerly done by the Missouri Department of Health and Senior Services. The Department has collected data on nonfatal workplace injuries since 1992 through the annual Survey of Occupational Injuries and Illnesses.

The Census of Fatal Occupational Injuries is a program sponsored by the U.S. Department of Labor, Bureau of Labor Statistics. It's objective is to collect comprehensive, aggregate information on fatal occupational injuries. Data from Missouri is statistically documented and included in a nationwide database.

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According to Ken Wilks, chief of Research and Analysis for the Department of Labor and Industrial Relations, his section is pleased to take over CFOI. "We look forward to working with the Bureau of Labor Statistics to collect and verify this data," he said. "We plan to release reports annually containing our findings."

The section already compiles statistics on nonfatal workplace injuries in Missouri. The annual Survey of Occupational Injuries and Illnesses, is also produced in cooperation with the U.S. Department of Labor, Bureau of Labor Statistics. Occupational safety and health data is collected annually from approximately 5,400 private industry employers in Missouri. Survey information includes occupation and other demographic information on workers who incur work-related injuries and illnesses, the nature of the conditions and how they occurred, and the time away from work.

The Research and Analysis Section of the Missouri Department of Labor and Industrial Relations provides research capabilities and support to other sections within the Department, other state agencies and industries and organizations within the state. Examples of the information provided include information related to workplace safety, occupational health, employment discrimination and employment of disabled persons. Some of the statistics compiled by the Research and Analysis Section can be found on the web at <http://www.dolir.state.mo.us/lmi/index.htm>.

New Businesses Owners Can Now Register for Missouri Business Taxes Online

To simplify the tax registration process for new businesses in Missouri and provide better customer service, the Departments of Revenue and Labor and Industrial Relations, Division of Employment Security, have teamed up to create a combined, online business registration.

New businesses may register by using the online registration for withholding tax, unemployment tax, sales tax, corporate/franchise tax, consumer's use tax and vendor's use tax. The online registration can be found at <http://dor.state.mo.us/tax> or <http://dolir.state.mo.us/es>. The information submitted on the application, regardless of which web site is used, is shared by the Department of Revenue and Department of Labor and Industrial Relations, Division of Employment Security.

Registering on the Internet saves time and money because employers don't have to deal with various departments to fill out applications or mail multiple applications that contain duplicate information. The online registration also allows the departments to process the applications more quickly.

Missouri Employer Resource Guide Available

If you have questions about doing business in Missouri, visit www.dolir.state.mo.us/Resource.pdf and download the Missouri Employer Resource Guide. The Employer Resource Guide contains current information on unemployment contributions, workers' compensation insurance, workplace safety and health management, workplace discrimination information, the Americans with Disabilities Act, and much more.

EDI **Electronic Data Interchange**



*Experience the Value and Convenience
of Electronic Filing*

The most efficient way insurance companies, self-insured employers and third party administrators can report injuries to the Missouri Division of Workers' Compensation is by using EDI.

- ♦ ***It's Fast*** – The First Report of Injury is transmitted electronically and is in the Division's database immediately.
- ♦ ***It's Cost Efficient*** – There is less data entry required for the sender
- ♦ ***It's Accurate*** – There is less chance of human error in electronic filing

As of December 31, 2001 more than two-dozen insurance companies and self-insured employers enjoyed the benefits of filing First Reports of Injury through EDI. Nearly 55% of injury reports are received through EDI. If you as an insurer, self-insured employer or third party administrator are interested in being a part of this efficient and cost effective way to report workers injuries, please call (573) 526-4956 for more information.

Show Me Safety

Managing the Message: The Essential Element of Safety Excellence

*By William H. Kincaid, P.E., CSP
Loss Control Consultant, Lockton Companies, Inc.*

“What gets measured gets done.” This rings true. When we put a numerical performance measure in place, it gives the people responsible for achieving that goal a clear target. However, it’s only part of the story. When something is measured but isn’t important, it doesn’t get done. Therefore, as an alternative, the phrase, “People generally do what they understand to be important to their supervisor” gives a better picture of a fundamental principal of safety management.

Every worker decides what is important to their supervisor soon after starting their employment and continually tailors that concept as time goes on, realigning it as new information comes in about priorities and goals. The decision as to what is important determines what will get done and what will not get done during a given day.

A worker’s understanding of what is important to their supervisor is based on a variety of messages that the worker receives throughout their workday from a variety of sources. “Good” messages lead employees to a safe behavior. “Bad” messages turn them away from safe behaviors.

A good message is an instruction during new employee orientation that they have to wear goggles and rubber gloves while adding water to the forklift battery. This single good message can be easily eclipsed by the multiple bad messages of: goggles are inconvenient and fog up; nobody else is wearing this stuff—why should I; I haven’t ever been hurt yet doing it without the goggles; we’re out of gloves so nobody must care about safety; the supervisor walked right by and saw me with my goggles and gloves off and didn’t say a thing—it must be okay; and so on.

The good messages that point workers in the right direction should far outweigh the bad messages in frequency, intensity, consistency and sincerity. If not, good messages can easily be eclipsed by bad messages. The overall message can point workers toward unsafe behaviors. We have to devise ways to reinforce the training statement, such as frequent safety contacts, visually setting examples, coaching and other positive motivations if we want to outweigh the many negative messages working against us.

To accomplish behavioral excellence in safety, we will have to carefully analyze the overall message that our employees receive and make sure that it is working in our best interest.

Safety Checklist: Escape

Every effective emergency evacuation program provides for the safe evacuation of employees from the facility. This requires the generation of a detailed emergency plan. Such a plan should include medical, fire and other emergency assistance.

The research, development and implementation of such a plan are commonly assigned to the safety officials at the facility. When the plan is finished, it should be tested.

The evacuation plan may require the purchase of communication equipment, emergency medical equipment, special aids for the handicapped and special tools for rescue. Test the plan by conducting periodic drills.

Consider this checklist as you begin an evacuation and escape plan.

- ☐ Yes ☐ No Is a well-defined fire alarm used on the site and known/recognized by all employees?
- ☐ Yes ☐ No Can the alarm be heard by everyone working at the site above the normal background noise?
- ☐ Yes ☐ No Are allowances and accommodations made in the evacuation plan for disabled workers and those who work alone or in isolated situations?
- ☐ Yes ☐ No Where possible, are at least two escape routes in different directions provided for employees?
- ☐ Yes ☐ No Can enclosed escape routes such as stairwells resist fire and smoke coming in from the surrounding area?
- ☐ Yes ☐ No Where fire doors are provided, are they kept closed and not blocked open?
- ☐ Yes ☐ No Are escape routes and emergency exits clearly designated?
- ☐ Yes ☐ No Are the escape routes and exits kept clear at all times?
- ☐ Yes ☐ No Are emergency exits never locked when people are in the facility?
- ☐ Yes ☐ No Has emergency lighting been installed if necessary to enable escape, and is it adequate? Has it been tested?
- ☐ Yes ☐ No Is there a way to account for all workers on the job at all times?
- ☐ Yes ☐ No Has an assembly point been identified where everyone can gather and be accounted for after evacuation? Do the employees know where that location is?

Source: Linda F. Johnson, former technical editor of Occupational Health & Safety News.

If you have a question about workplace safety or a workers' compensation issue that you would like answered by one of our experts, send it to:

Ask Leon
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Missouri Department of Labor and Industrial Relations

Bob Holden, Governor

Catherine B. Leapheart, Director

Mission: The Department of Labor and Industrial Relations strives to provide employees with safe and healthy workplaces and ensures economic security for all Missourians by promoting equal access to jobs, enforcing anti-discrimination laws and awarding payment of compensation to those unemployed, injured at work and victims of crime.

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